



Position Title:	Event Staff		
Position Code:	C013		Evaluated: 21/05/2024
Award Classification:	Band:	1	Level: 2
Salary System Grade:	Grade:	1	Minimum Level: 2
Approved:	Shaelee Welchman		Date: 19/05/2024

Primary Purpose of the Position

The role involves aiding in setting up various venues for a variety of events, such as festivals, concerts, family fun days, and trade shows. Duties may encompass managing kiosks or merchandise stands, ushering guests, ticket checking, and assisting with general event setup. Additionally, there may be tasks related to setting up stage, lighting, and sound equipment. Maintaining cleanliness and organisation throughout an event is a key aspect of the role.

Job Specific Key Accountabilities



The following Job Specific Key Accountabilities provide a high-level description of the outcomes that the incumbent of this position is expected to deliver. These accountabilities are outcomes focused, and should be considered alongside Council's **Our People Capability & Behaviour Framework**:

1. Event Setup and Breakdown: Assist with the setup and breakdown of event spaces, including arranging furniture, setting up equipment, and ensuring the venue is presentable before and after events.
2. Guest Assistance: Greet guests, provide directions, and assist with any inquiries or special requests to ensure a positive experience for all attendees.
3. Registration and Ticketing: Support the registration process by checking in guests, distributing tickets and managing attendee lists accurately.
4. Logistics Support: Assist in coordinating logistics such as parking, transportation, and signage to facilitate smooth event operations.
5. Event Monitoring: Patrol event areas to monitor guest behavior, ensure compliance with venue rules, and address any safety or security concerns promptly.
6. Hospitality Services: Provide basic hospitality services such as serving refreshments, replenishing supplies, and maintaining cleanliness in event areas.
7. Problem Solving: Act quickly and decisively to resolve any issues or challenges that may arise during events, seeking assistance from supervisors or team members when necessary.
8. Any other duties that are commensurate with the employee's skill level, competency and training.

Key Capabilities

The Muswellbrook Shire Council **Our People Capability & Behaviour Framework** applies to all Council employees. This position requires the following level of capabilities and behaviours in accordance with the Framework:



The following 3 capabilities have been selected from the Framework at the level indicated above, as **Key Capabilities** for this job. Key Capabilities are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the typical behaviours expected to be displayed in this position and should be read considered alongside the Job Specific Key Accountabilities:

Muswellbrook Shire Council Capability Framework		
Group and Capability	Capability & Behaviour Descriptors	
 Core	Effective Communication - Listen, interpret and convey information in a clear and respectful manner	- Explain things clearly and respectfully - Allow others time to speak, and actively listen to others - Approach conflict objectively, and refer to a supervisor where appropriate
 Core	Collaboration - Work within a team environment, cooperate with others and consider the needs of others to achieve shared goals	- Participate as a supportive team member and work with other team members to achieve goals - Help other team members to share the load in peak work periods - Work together in challenging situations
 Core	Resilience - Be resilient, open to alternative views, and embrace change	- Be open to new ideas and approaches - Offer your opinions and ask questions - Listen to others' opinions and ideas



Key Tickets, Qualifications and Other Skills

1. School Certificate or equivalent required
2. Experience in prior customer service preferred, but not essential
3. Must be able to stay calm in stressful, fast-paced situations
4. Experience dealing effectively with conflict
5. Demonstrated experience and/or capability to deliver the Job Specific Key Accountabilities (above).
6. Demonstrated **Fundamental** key capabilities as defined in the Key Capabilities Table (above).